

Courier

Vol 33 No 1 Fall 2022
www.concern4kids.org



Compliance is Everybody's Concern

COA is The Council on Accreditation, a company that has researched human services and developed best practice standards for the industry. CONCERN began the process of preparing to be accredited by COA in November 2020. The accreditation process requires us to look at our practices, policies and procedures, in comparison to the standards, and document our work for each of the standards.

In June 2020, we formed the PQI Committee. Performance and Quality Improvement (PQI) is the process of collecting, aggregating and analyzing data to discover trends and patterns and make improvements when needed. The goal is to assess the work we do, the impact we make, and improve in all of these areas.

We began working with a consultant in November of 2020 to help us evaluate our current policies & procedures, and evaluate our practices in comparison to the COA standards. Each week, Senior Leadership Team (SLT) met with the consultant to improve our policies, procedures, and practices. This process required everyone to work together as a team, tackling the five Administrative and Management Standards, five Service Delivery Standards, and seven Service Standards.

The PQI Committee has 19 staff members who helped complete Logic Models for each program and have been reporting on the results of the data collected and analyzed since January 2021 in the PQI Quarterly and Annual Reports. The data that PQI collects is directly related to the work that is done with clients with the focus on high quality service with positive impacts. The PQI Committee collects and analyzes outcomes and expected impacts/changes for the client. Additionally, the committee has conducted two Client Satisfaction Surveys and an Employee Satisfaction Survey.

(continued on page 2)

Page 2
CONCERN Annual Report
Has A New Look

Page 5
Behavioral Health
Fund Established

Page 7
Celebrating Our
Foster Parents



Compliance is Everybody's Concern

(continued from page 1)

We completed the items needed for the Preliminary Self Study in January 2022 and the Self Study in February 2022. From February 2022- April 2022, staff continued to work on policies, procedures, and program manuals in preparation for the onsite visit in April.

Mock interviews with our COA consultant were completed in late March 2022. The mock interviews were done with Board members, SLT, Region Leadership Team (RLT), some Supervisor Team (Sup T), as well as direct service staff. The interviews were extremely helpful in preparing staff for what to expect from the COA reviewers. Everyone did a great job in the practice interviews!

The COA reviewers came in April 2022 for the onsite review. They visited several of our sites including Fleetwood, Bethlehem, and CTUB. They also conducted several virtual tours. The reviewers looked at client records, employee files, training records, and supervision documentation. They also interviewed SLT members, supervisors, regional leaders, corporate staff, supervisors, board members, direct care staff, case workers, and foster parents.

The COA reviewers were very impressed with how our mission and principles were evident in the staff and client interviews. They were equally impressed by the staff's competence, level of caring, and the tenure of staff at CONCERN.

In June 2022, we received our FULL ACCREDITATION! Everyone participated in this process and can be proud of their contribution.

We anticipate numerous benefits from our COA Accreditation including:

1. Raises our status as a company because we are meeting national standards of care in all lines of service
2. It is a requirement to apply for new programs in Maryland and for many other funders including foundations
3. Can help increase reimbursement rates
4. Enhances the clear documentation of service, workforce and outcomes and is supported by data
5. The State of Maryland is considering exempting COA accredited organizations from some licensing visits.

We did it and we will continue to improve our processes and impact, not just for COA, but to provide exemplary service to our clients.



Successful Events Held

2022 Spring Bingo

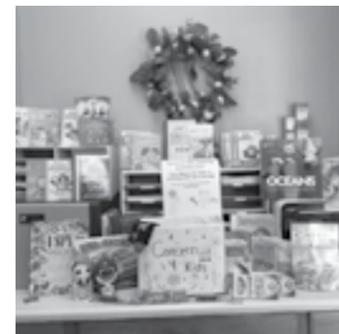
The bingo fundraiser on April 22, 2022 was a huge success. We raised over \$8,000 with 182 people in attendance.

2022 Highmark Walk for a Healthy Community

CONCERN joined the Highmark community with six teams walking to raise money for children, youth, and families on June 4, 2022. We raised \$8,450. Thank you to D&B Construction and Wawa Corporate Office for supporting the walk.

First Virtual Education Series a Success

CONCERN hosted our first virtual Education Series Event on June 2, 2022. Dr. Elizabeth Coyle from Elizabethtown College presented, "Looking Back, Moving Forward; Trauma-Informed Strategies to Support Youth and Families Navigating a New Normal". Thirty-four participants attended the training and the event raised \$891.



Thank you to Link Chiropractic Clinic in Fleetwood, PA for collecting educational items for children in Foster Care. We appreciate your generosity!

Thoughts from the President/CEO

"Teamwork divides the task and doubles the success." - Anonymous



Gordon H. May, MSW

At CONCERN we value our individual strengths because together, we achieve greatness!

For the past two years, CONCERN staff have worked diligently to prepare for accreditation by the Council on Accreditation (COA). The accreditation review process looks at the work we do and how we measure up to the standards the council has established. Between the self-study evidence and on-site evidence, our peer reviewers from across the country reviewed nearly a thousand documents throughout every department, program, and service of CONCERN. During their on-site visit, they interviewed all levels of staff, clients, and parents of clients in our programs, and even our Board of Directors. I couldn't be more proud of the leadership and teamwork that I witnessed, not only during the preparation, but also during the review process. Everyone did an amazing job! One reviewer's exact words were "you knocked it out of the park!"

During the exit interview, the peer reviewers could not say enough about all our wonderful staff and their understanding of CONCERN's mission and what we are all about! Now that the review process is complete, that doesn't mean our work is done. We will continue to provide exemplary service to our clients, working hard each day to continuously improve our outcomes, to continue to rely on each other, and to live CONCERN's mission day-in and day-out. Staff should be proud of the work they do, the work they put into this, and the achievement of accreditation! I am honored to work alongside all of them, and proud of all they do! #CONCERNROCKS!

Upcoming Events

For Bingo Lovers

Don't Miss CONCERN's Bingo
 featuring items from
thirty-one & *Designer Bags*
 benefits children in CONCERN's care
Thursday, October 6, 2022
6:30 PM
Fleetwood Grange Hall - Route 662, Fleetwood
\$25 Admission
 Seating is limited
Admission includes:
 Admission • 20 Bingo Games • Door Prizes • Hot Dog and Drink
 Prizes for Special Games will be Designer Bags
 Additional refreshments, special games and raffle tickets will be available for purchase at bingo
 To purchase tickets contact Jane Zettlemoyer at (610) 215-9569



The official registration and financial information of CONCERN - Professional Services for Children, Youth, and Families may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, (800) 732-0999. Registration does not imply endorsement.

For Golf Lovers




Silva Contracting and CONCERN are partnering together for our first annual golf tournament on Monday, October 17, 2022
 8 am - 3 pm
 Argyll Country Club
 Silver Springs Maryland.
 For more information or to register visit:
<https://www.concern4kids.org/events-1/first-annual-charity-golf-tournament>

For Halloween Lovers



HALLOWEEN
Costume Party
Donation-Based Fundraiser
 FOOD - DRINKS - RYAN MILLER ENTERTAINMENT - COSTUME CONTESTS - RAFFLES
Harrisburg Beach Club
 700 Riverside Drive
 Harrisburg



CONCERN's first signature event will be held October 28, 2022 from 5:00 PM - 10:00 PM at the Harrisburg Beach Club, 700 Riverside Drive, Harrisburg, PA. For more information or to register, please visit: <https://www.concern4kids.org/events-1/concerns-first-annual-halloween-costume-party>

Education Series Scheduled

The next Education Series is scheduled for November 18, 2022 at Alvernia University. This will be an in-person event.

About the Workshop...

There are a range of potential factors that may underpin challenging behaviors exhibited by youth. If we quickly jump to strategy implementation without considering the true source of the behaviors, viable solutions may be difficult to find. This session explores marginalization and inequitable treatment of youth, misdiagnosis, mental health symptom manifestations, and social emotional competency deficits as possible underlying correlates of youth behaviors. Additionally, interventions that more closely align with the source of the behaviors will be identified, including advocacy for equity and justice, collaborative approaches that foster comprehensive evaluation and diagnosis, targeted interventions for mental health symptom reduction, and direct instruction in social emotional skill-building will be offered.

Registration at <https://www.concern4kids.org/events-1/> or by contacting Jane Zettlemoyer at 610-215-9569 or jzettlemoyer@concern4kids.org.

Behavioral Health Fund Established

CONCERN has a new fund to support our children, youth, and families. The fund was approved by the Board at the annual meeting in May. The Behavioral Health Fund was established in 2022 to meet the needs of clients who receive behavioral health services. This fund may be used to support urgent or emergency medical and special needs of clients receiving behavioral health services. These funds are reserved for our clients who are most in need.

We will be running campaigns to support this fund before making it available to our clients. If you are interested in donating to the fund, you may choose to do so at <https://www.concern4kids.org/donate-page>.

2022 CONCERN Education Series

presents



Challenging Youth Behavior: Exploring the Sources on a Pathway to Solution

Friday, November 18, 2022
 9:00 am - 3:30 pm

McGlinn Conference Center
 Adjacent to Alvernia University
 460 St. Bernardine Street
 Reading, PA 19607

Enclosed is my gift to CONCERN



in the amount of: \$ _____

Name _____

Address _____

City _____ State _____ Zip _____

e-mail _____

Please charge to my credit card: MasterCard VISA

Cardholder signature (required) _____ 3 Digit Code _____

Card number _____ Exp. date (month/year) _____

Visit www.concern4kids.org for secure online donations.

Contributions are tax deductible to the fullest extent of the law.

Please mail coupon to: CONCERN • Development & Marketing Dept.
 One West Main Street • Fleetwood, PA 19522

The official registration and financial information of CONCERN - Professional Services for Children, Youth, and Families may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, (800) 732-0999. Registration does not imply endorsement.

A copy of the current financial statement of CONCERN - Professional Services for Children, Youth, and Families is available by writing One West Main Street, Fleetwood, PA 19522 or by calling (610) 944-0445. Documents and information submitted under the Maryland Solicitations Act are also available, for the cost of postage and copies, from the Maryland Secretary of State, State House, Annapolis, MD 21401, (410) 974-5534.

Youthful Achievements

sharing our children's successes

Serenity, 13, has been accepted into the Honors Program at Wyoming West High School for the next school year. She is a great kid both in and out of school.

Malaysia, 3, continues to conquer barriers in her physical and developmental areas. She is doing very well in her foster home. She is talking more than expected.

Isabella Grace, 8, is adjusting well to her foster care placement. She is doing very well in school and is well liked by friends and faculty at her school.

Alexis, 9, and **Chloe**, 6, participated in dance recitals in May. Alexis also had a recorder recital at school.

Tyler, 10, is taking swimming lessons and learning new strokes each week.

Lennox, 4, is taking swimming lessons and loves being in the water.

Ember, 1, loves to help clean out the bunny cage that she and her foster siblings got for Easter.

Sean, 5, graduated preschool and is ready to start kindergarten.



Congrats Grads!

J. Anthony graduated from Coatesville High School. He will begin a Work Study Program for Horticulture in the fall.

Lee H. graduated from Croom Vocational High School. She plans to work for a year and then attend college.

Kamya P. graduated high school in May. She has been accepted into Bowie State University and plans to study nursing.

Joshua H. graduated from Suitland Evening High School. He started working full-time at Allied Security and has been elevated on occasion to Shift Leader. Joshua will start college in the fall at Bowie University.

If not
you, then
who?

Become a foster parent



CONCERN

Hope. Opportunity. Change.

concern4kids.org

Celebrating Our Foster Parents

Charlene has been with CONCERN for 17 years and has fostered over 85 children. She has two adopted sons and has taken legal guardianship of a sibling group (male/female) and another boy. She has a 6-year-old biological son of her own. Charlene is so supportive and caring to the children who are placed with her, and treats all of them as her own. She always makes herself available to CONCERN staff. She is the first foster parent to always step up and participate in fundraisers or any events benefiting CONCERN. She currently is fostering two girls- one from Lackawanna CYS and one from Luzerne County.



Rick and Jodi have been CONCERN Foster Parents for nearly five years and received a “placement of sibling boys” within days of their approval. Fast forward through years of changing permanency goals, the family celebrated their “gotcha” adoption day of their sons on March 2, 2022. Congratulations!

Thank you for your commitment and perseverance.

CONCERN Foster Care families in the Lehigh Valley make a big difference for children in need of a safe and stable home. Jose and Norma of Easton, Pennsylvania, have been fostering with CONCERN for ten years. They had long wanted to help children through fostering, and decided to move forward when their own children were older. During their time with CONCERN, Jose and Norma have provided a loving, nurturing home to 36 foster children, mostly siblings who they were dedicated to keeping together. They cared for children ranging from infants to early adolescents, providing whatever amount of time needed, from one month to two years, and meeting various levels of care needs. Amazingly, Jose and Norma successfully transitioned nearly all of the children in their care to a stable and permanent home through reunification with their biological family, kinship family, or an adoptive home.



Jose and Norma said of foster care, “Our lives have changed. We have helped many children and the children have helped us become better people. It has made our lives more fulfilling.” They added, “What has helped us the most from CONCERN is their kindness, respect and dedication. CONCERN is like family. We can always feel free to contact them to share the good or bad and there is always someone to listen.”

Mission Statement

CONCERN brings hope,
offers opportunity,
and inspires change.

Vision Statement

To encourage growth and
promote positive healthy
lives!

Board of Directors

Christopher J. Bigos
Shirlene T. Chase
Martin J. D'Urso
*Glenn J. Hillegass
Richard W. Hunt
George M. Kovarie
Jon L. Kunkle
Stefanie E. Nester
Paula M. Plageman
Kevin L. Washington
Sandra L. Weidner
*Nancy W. Weikert

*Director Emeritus (retired director serving in an
advisory, non-voting capacity)

CONCERN Service Sites

Foster Care/Adoption Services/

Community Based Services

Greater Berks Regional Office
Fleetwood • (610) 944-0445

Lehigh Valley Regional Office
Bethlehem • (610) 691-8401

Northeast Regional Office
Wilkes Barre • (570) 800-2332

Southeast Regional Office
Willow Grove • (800) 562-1427

Susquehanna Valley Regional Office
Lewisburg • (570) 523-1297
Wellsboro • (570) 724-7142
Towanda • (570) 268-3073

Maryland Regional Office
Lanham • (301) 429-2370

Behavioral Health Services

Eastern Region
Bethlehem • (610) 691-8401
Easton • (484) 497-9699
Fleetwood • (610) 541-2309
Lehighton • (570) 386-2990
Wyomissing • (610) 541-2309

North Central Region
Lewisburg • (570) 523-1297
Mansfield • (570) 662-7600
Towanda • (570) 268-3073
Wellsboro • (570) 724-7142

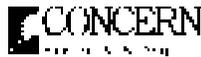
Residential Services

Treatment Units for Boys
Coatesville Campus • (610) 384-8733

Gordon H. May, MSW, President/CEO

concern4kids.org

The Courier is published by CONCERN - Professional Services for Children, Youth, and Families
Your comments and suggestions are always welcome by mail, phone,
fax or e-mail addressed to the Development & Marketing Department at our Corporate Office: One West Main
Street • Fleetwood, PA 19522 • (484) 578-9600 • FAX (610) 944-8834 • fundraising@concern4kids.org



One West Main Street
Fleetwood PA 19522
www.concern4kids.org

NONPROFIT ORG.
U.S. POSTAGE PAID
KUTZTOWN, PA
PERMIT NO. 49

Shop at Amazon & Help CONCERN

Start shopping @ www.concern4kids.org
and click on the Amazon Logo or
sign up directly at www.smileamazon.com. Amazon Smile is a free service
that supports CONCERN by donating
0.5% of your purchases at no
additional cost to you.



Follow us on social media

